

# Temecula Citizens Corps

## Policy and Procedures Manual

*Together We Keep Temecula Safe*



**TEMECULA**  
Citizen Corps



*"Together We Keep Temecula Safe"*



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## **1.0 Introduction**

### **1.1 History**

September 11, 2001 was a dark day in history for America. In the aftermath, President George W. Bush encouraged all citizens to get involved and be prepared to help themselves in the event of any type of emergency. In 2003, it was the vision of Temecula City Council Members Jeff Comerchero and Mike Naggar in forming Temecula's new Citizen Corps program. The Temecula Citizen Corps (TCC) was one of the earliest programs formed in the nation under the U.S. Citizen Corps guidelines. The TCC is an official organization of the City of Temecula and also falls under the auspices of the Department of Homeland Security.

The Citizen Corps program was created to bring together volunteer citizen programs that deal with safety issues and to be the eyes and ears of the City during a disaster. Temecula combined its Neighborhood Watch (NW) program with its newly formed Community Emergency Response Team (CERT) organization to become TCC. TCC receives oversight by an advisory board representing City and local organizations.

In collaboration with the American Red Cross, our members participated in Red Cross activities during Hurricane Katrina and shelter operations in Temecula. TCC also supported a shelter operation at the Pechanga Resort during the Southern California fires of 2007. CERT members have also activated to respond to tornado damage, check roads and bridges during heavy rains, and help police and Citizen's Action Patrol (CAP) search for missing persons.

On January 21, 2004, Congressman Darrell E. Issa presented a speech in the House of Representatives. He said the following:

"Mr. Speaker, I rise today to recognize and praise the people of the City of Temecula, who are doing their duty, as citizens, public servants, and elected officials, to make our homes and communities more secure. They have accomplished this through the Temecula Citizen Corps—an innovative new program that was inspired by President George Bush's 2002 State of the Union address. Two years ago, President Bush asked communities to take greater responsibility for their own emergency preparedness. The City of Temecula took this charge to heart and began building what has become a model program for local level homeland security concerns.

"The Temecula Citizen Corps program coordinates the effort of private citizens, neighborhood leaders, public safety agencies, and city officials to enhance emergency and disaster preparedness. It has trained representatives from each neighborhood in the city on emergency notification methods, damage assessment, and special needs of community residents. It has also trained citizens in first aid, crime prevention, and neighborhood safety.

"The program is designed to meet one of the critical homeland security needs: citizen self-sufficiency and self-reliance. In the immediate 72 hours following a disaster, emergency management agencies are often overwhelmed and unable to deal with all the needs of the effected communities. This program trains private citizens to provide basic emergency care for their own neighborhoods in the critical time immediately following a disaster.

“The Temecula Citizen Corps has achieved such impressive results that the Department of Homeland Security considers it a standard setter for local communities. It has also won widespread praise throughout the Southern California region for its efficiency and quality of training and is inspiring many other cities and communities to follow its example. Last week, the men and women of Temecula were recognized publicly by Secretary of Homeland Security, Tom Ridge, for the excellent program they have developed.

“I am extremely proud of the City of Temecula for the dedication and effort they have invested in the Temecula Citizen Corps program. I am pleased to have had this opportunity to recognize them today and I encourage my colleagues to review their program as an example of what is possible when communities decide to take responsibility for their security needs.”

### **1.2 Community Coordination**

A goal of public safety agencies is to provide a high level of service and safety during an emergency or disaster. Due to staffing and resource limitations and unanticipated demands, these agencies occasionally are not able to respond to every situation. Public safety agencies must plan for the unexpected by preparing community members to provide for the care and safety of fellow citizens.

These agencies have a responsibility to the community to work as efficiently and effectively as possible. The “eyes and ears” communications of the TCC is critical to helping focus our safety resources where they are needed most. A partnership between public service agencies and citizens will establish the resources necessary for providing an acceptable level of service during an emergency. The TCC is one such partnership.

The TCC is comprised of volunteers concerned with the well being of their families, neighborhoods, and community. There are options for citizen involvement in TCC and each has its own level of commitment (see Section 3.0 for details).

### **1.3 Purpose**

TCC focuses on education, preparedness, and training for the community in the event of an emergency or disaster. TCC supports local law enforcement, fire, emergency medical services, and community public health efforts by taking:

- Personal responsibility: Developing a household preparedness plan and disaster supply kits, observing home health and safety practices, implementing disaster mitigation measures, and participating in crime prevention and reporting
- Training: Taking classes in emergency preparedness, response capabilities, First Aid, CPR, fire suppression, and search and rescue procedures
- Volunteer service: Engaging individuals in volunteer activities that support first responders, disaster relief groups, and community safety organizations

### **1.4 TCC Activities**

TCC activities may include but are not limited to the following:

- Educate residents about disaster preparedness measures
- Implement public education and outreach efforts

- Provide training to improve citizen preparedness, prevention and response capabilities
- Promote the importance of drills in the home, workplace, and school
- Coordinate citizen participation in community disaster response activities
- Coordinate volunteer opportunities that support local efforts in mitigation, preparedness, response, and recovery

### **1.5 Mission Statement**

The mission of the TCC is to harness the power of every individual through education, training, and volunteer service to make Temecula safer, stronger, and better prepared to respond to the threats of terrorism, crime, public health issues and disasters of all kinds.

### **1.6 Motto**

“The Temecula Citizen Corps...Together We Keep Temecula Safe.”

## **2.0 Organization**

The organizational structure of TCC is shown at Appendix 1. The TCC Advisory Board provides the vision and guidance for the TCC. TCC is a volunteer organization and therefore volunteers fill almost all of the leadership positions.

### **2.1 TCC Advisory Board**

The TCC Advisory Board will consist of one representative from:

- Temecula Fire Department
  - Scribe (non-voting)
  - Riverside County Fire Department Office of Emergency Services (OES) (non-voting)
- Temecula Police Department
- City of Temecula
- Temecula Valley Unified School District
- American Red Cross
- Chamber of Commerce
- Local Public Utility
- Local Private Business
- TCC Member

#### **2.1.1 Vacancy**

As TCC Advisory Board members become unavailable to serve on the board, new members will be recommended for service by respective agency and ratified by a majority vote of all TCC Advisory Board members.

#### **2.1.2 Meetings**

The TCC Advisory Board will meet monthly or more frequently as needed. These meetings are open to the public.

#### **2.1.3 Responsibilities**

The TCC Advisory Board responsibilities include the following:

- Promote and strengthen the Citizen Corps programs at the community level, such as volunteers in Police Service Programs, Community Emergency Response Teams (CERT), Medical Reserve Corps units, and NW groups
- Provide opportunities for special skills and interests
- Develop targeted outreach for the community, including functional needs groups
- Provide opportunities of training in first aid and emergency preparedness
- Organize special projects and community events
- Encourage cooperation and collaboration among community leaders
- Capture best practices and report accomplishments
- Create opportunities for all residents to participate
- Create Temecula City Council and Public/Traffic Safety Commission recognition programs
- Chair sub-committees such as:
  - Budget/Marketing
  - Leadership/Membership
  - Training
  - Operations

## **2.2 TCC Organization Positions**

Refer to Appendix 1, Temecula Citizen Corps Organizational Chart.

### **2.2.1 TCC Chairperson**

The representative from the Temecula Fire Department will act as chairperson of the TCC Advisory Board meetings. The representative from the Temecula Fire Department will hold the rank of Captain or above. In the chairperson's absence, a representative authorized by the City Fire Chief will oversee the meeting. If no fire representative is available, the City of Temecula or the Temecula Police representative shall chair the meeting. Some of the TCC Chairpersons duties are:

- Attend membership meetings
- Assist the Program Administrator in obtaining resources and training personnel for TCC membership
- As requested, attend City Council and/or Traffic Safety Commission meetings and report on the progress of TCC
- Assist with marketing and developing TCC
- Be available to the TCC leadership for direction and assistance
- Act as liaison to TCC during activation
- CERT Program Manager for City of Temecula
- Track and maintain TCC budget
- Handle all disciplinary matters

### **2.2.2 TCC Program Administrator**

The TCC Program Administrator is the lead volunteer. Some of his/her duties include:

- Work directly with the Fire Department representative to the TCC Advisory Board
- Assist in recruiting TCC members
- Under direction from the TCC Advisory Board, work with other TCC members regarding donations
- Meet regularly with Program Coordinators
- Maintain competence with all TCC communications systems
- Assist with promoting the TCC through public presentations



- Attend all required training
- Chair membership meetings

## **2.2.3 TCC Program Coordinators**

### **2.2.3.1 Volunteer Coordinator**

- Recruit new members and coordinate orientation and mentoring
- Identify Special Events in Temecula in which to participate
  - Schedule TCC members to participate
- Work with Public Affairs Coordinator to recruit residents and businesses to join TCC
- Support the City's effort with Donations Management during emergencies with TCC members
- Identify information for recruitment packets and develop packets as needed for special events
- Keep a list of member's knowledge, skills, and abilities
- Initiate first contact with new members

### **2.2.3.2 CERT Coordinator**

- Assist City Fire Department CERT Coordinator
- Assist with CERT Training and CERT Refresher Training
- Coordinate TCC Monthly Training
  - [www.cityoftemecula.org/Temecula/Residents/TCC/Training.htm](http://www.cityoftemecula.org/Temecula/Residents/TCC/Training.htm)
- Inventory, coordinate, and maintain equipment and supplies
  - CERT trailers
  - TCC vehicles
  - TCC radio equipment
  - CERT storage containers
  - CERT trailers
  - TCC vehicles
  - TCC radio equipment
  - CERT storage containers

### **2.2.3.3 Public Affairs Coordinator**

- Act as external communications liaison to TCC members and Temecula residents
- Maintain and update TCC Web page
- Assist with various other publications to promote TCC
- Coordinate public education
- Initiate first contact from interest inquiries with prospective members

### **2.2.3.4 Administrative Coordinator**

- Maintain TCC member records and database
- Issue ID cards
- Provide lists such as Red Cross shelter trained members, CERT trained members, and Reverse 911 Communicator lists to the City and TCC Program Coordinators
- Obtain sign-in sheets from all training sessions and include training information on TCC database



- Track member participation hours for annual awards ceremony

### **2.2.3.5 Neighborhood Watch Coordinator**

- Liaison to NW members
- Represent the TCC at NW orientation meetings
- Attend other NW meetings as requested

## **3.0 TCC Membership**

A resident can be a part of NW only to be the “eyes and ears” of his/her local community without being a part of TCC. That resident can also sign up to be a member of TCC to participate in further training, but not have to participate in any activation during an emergency. If a resident would like to be more “hands on” he/she can sign up for TCC membership and receive additional training to be a Disaster Service Worker (DSW) or be CERT qualified and assist in an event through the activation of TCC.

### **3.1 Membership Responsibilities**

TCC is a volunteer organization comprised of dedicated citizens with a desire to:

- Promote and provide training in crime prevention and Neighborhood Watch
- Assist with damage assessment of buildings and/or homes
- Assist with community needs in a time of emergency or disaster
- Render aid or call for assistance for victims of an emergency or disaster
- Promote and provide training in CERT
- Coordinate with professional first responders during an emergency or disaster

### **3.2 Requirements**

Members of TCC must either live or work within the jurisdictional boundaries of the sphere of the City of Temecula’s influence. Because TCC is sponsored by the City of Temecula, members will only operate within the city limits and the sphere of the City of Temecula’s influence.

**Note:** CERT members and trained Red Cross Shelter Management members can operate anywhere when requested by the City of Temecula or Riverside County Office of Emergency Service. TCC members who are not CERT or Red Cross Shelter Management trained will only operate within the City limits and the sphere of the City of Temecula’s influence.

### **3.3 Commitment**

Members must be willing to commit to one hour per month to the TCC. This can be accomplished by:

- Attending a monthly membership meeting
- Attending a monthly training meeting
- Participating in readiness training such as First Aid or CPR/Automated External Defibrillator (AED)
- Meeting with his/her family or neighbors to discuss disaster readiness

### **3.4 TCC Membership Procedures**

### **3.4.1 TCC Membership Application**

Each volunteer is required to complete an application (<http://www.cityoftemecula.org/NR/rdonlyres/61CD9BA2-BE35-4836-AE16-95806839F830/0/TCCMemberApplication2010.pdf>) to join TCC. All potential TCC members must have a membership application on file to initiate the membership process. This is the only requirement for TCC/NW members.

#### **3.4.1.1 At-Will Acknowledgement**

All TCC/DSW volunteers serve “at-will” and have no vested property rights. A volunteer may be terminated / released at any time without cause or right of appeal. All TCC volunteers are required to read and sign the At-Will Acknowledgement prior to joining TCC (<http://www.cityoftemecula.org/NR/rdonlyres/5161E977-6BE5-4E48-A15A-C2E92F76A2F3/0/AtWillAcknowledgement2010.pdf>).<sup>1</sup>

#### **3.4.1.2 Live Scan (Background Check)**

All TCC/DSW members are required to have a Live Scan background check.<sup>1</sup> The California Department of Justice will complete the background check process. The city will receive updates if a member’s status changes. The City reserves the right to deny applications based on Live Scan results.

#### **3.4.1.3 Oath of Allegiance**

All TCC/DSW volunteers are required to receive and sign the Oath of Allegiance<sup>1</sup>, (<http://www.cityoftemecula.org/NR/rdonlyres/682E628A-5588-4949-B882-16BA62127ECD/0/TCCOathofAllegiance2010.pdf>).

### **3.5 TCC Code of Ethics**

TCC members shall:

- Have the highest standard of professional conduct and highest ideals of honor and integrity
- Not seek favors, achieve personal gain, or misuse TCC materials and/or equipment
- Be responsible for performing their assigned duties as prescribed, unless excused by the TCC Advisory Board
- Be responsible for maintaining the integrity, confidence and security of information
- Be responsible for maintaining a standard of conduct that does not discredit TCC
- Obey all laws and ordinances of the United States, State of California, County of Riverside, and City of Temecula
- Maintain TCC functions as Drug Free/Tobacco Free
- Not perform their assigned duties while under the influence of alcohol or any controlled substance
- Not circulate subscription papers, sell tickets or collect money for any purpose without the permission of the TCC Advisory Board
- Not solicit or accept donations on behalf of the TCC (refer all donation requests to the TCC Chair)
- Be respectful, courteous, and professional while performing assigned duties
- Report to the Program Administrator if they become the subject or focus of a law enforcement investigation (this does not include traffic citation)
- A TCC member shall neither own, nor be employed by, a business that would discredit the City of Temecula or TCC

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<sup>1</sup> This element is required for TCC/DSW.

- A TCC member shall neither be a member nor associate with any member of any criminal organization

### **3.6 Discipline**

It is expected that all TCC members will conform to the TCC Code of Ethics. Disciplinary actions are confidential and will not be discussed with other members. Disciplinary actions are the responsibility of the TCC Advisory Board. Failure to comply with the TCC Code of Ethics will result in fair and impartial disciplinary action.

### **3.7 Personal and Employment Information**

#### **3.7.1 Change of Contact Information**

A TCC member will notify the Volunteer Coordinator in writing within 72 hours of any change in business/residential address, telephone number or emergency contact information. E-mail notification is acceptable.

#### **3.7.2 Privacy**

The personal information provided by each TCC member is for contact purposes and official TCC business only and will not be used for financial gain or solicitation for reasons other than TCC matters. Your right to privacy is our primary concern.

#### **3.7.3 Resignation**

A TCC member who wishes to resign from TCC shall submit a letter of resignation to the TCC Volunteer Coordinator via e-mail or in writing with an effective date of resignation. The resigning member shall return all issued equipment, supplies and identification card prior to the last day of service.

### **3.8 Training**

#### **3.8.1 Minimum Training Requirements**

Each TCC member must complete the following training in order to receive a TCC/DSW ID Card:

- IS-100a Introduction to Incident Command System, (ICS)
- IS-700a National Incident Management System (NIMS), An Introduction

#### **3.8.2 Suggested Additional Training**

The following training is also suggested as a minimum level of training:

- First Aid, AED, and CPR
- CERT

#### **3.8.3 Training and/or Review**

TCC members are also encouraged to attend the monthly refresher training meetings on the third Thursday of each month. Some of the topics covered at these meeting are:

- ICS Review
- Cone & Barricade Placements
- Flood Monitoring and Control
- Medical Triage
- Crowd Control
- TCC Radio Communications
- Shelter Operations

- Hazardous Materials
- First Aid, CPR, and AED Review
- Fire Prevention Trailer
- Search and Rescue (missing persons, mountain rescue, etc.)
- Blood borne Pathogens
- Radiation Protection Training

### **3.8.4 TCC Vehicle Operation**

TCC members must complete an in-house drivers training program and sign a DMV “Authorization for Release of Drivers Record Information form (<http://www.dmv.ca.gov/forms/epn/inf1101.pdf>) in order to be eligible to drive or tow TCC vehicles. Members are not allowed to tow TCC trailers with their personal vehicles without prior approval of the TCC Chairperson. DMV record “Pull Notices” will be processed by the City of Temecula Human Resources Department.

### **3.8.5 Membership Activity Documentation**

Members shall document and submit their participation in TCC activities to the Administrative Coordinator on a monthly basis. Signing in at a monthly membership or training meeting requires no additional documentation.

### **3.8.6 Training Resources On-Line**

- The FEMA Independent Study Program can be found at: <http://training.fema.gov/IS/>
- Riverside County on-line disaster management training for IS-100a and IS-700a can be found at: <http://oes.rvcfire.org/Login.do>. Click on “SEMS Online” and then complete registration. A certificate of completion will be available to print when the individual has passed the final exam.

## **4.0 TCC Budget**

### **4.1 Oversight**

The Temecula Fire Department and City of Temecula are responsible for tracking and maintaining the TCC budget. Funding for the TCC may be derived from different sources, such as:

- City of Temecula
- Temecula Police Department
- Temecula Fire Department
- Federal or State Grant Funding
- Donations

### **4.2 Responsibility**

The TCC Chairperson is responsible for receiving and reconciling these funds into a budget and for preparing a monthly report to show all TCC expenditures and balances. This report will be made available to the members of the TCC Advisory Board and all interested parties. The TCC Chairperson, with the assistance of the City Finance Department and Temecula City Fire Finance, is responsible for payment of outstanding TCC invoices.

**4.3 Expenditure Approval**

TCC Advisory Board members will approve all expenditures by a majority vote. When a proposed expenditure involves monies derived from the Temecula Fire Department budget, the Fire Department representative to the TCC Advisory Board has the power to veto the expenditure, with cause. This also applies to the representatives from the Temecula Police Department and the City of Temecula if their respective budgets are affected.

**5.0 TCC Equipment**

When TCC members are issued equipment during an event (disaster or planned), they shall:

- Be familiar with use of equipment or request refresher training
- Inspect and sign for equipment
- Properly care for and maintain equipment
- Return and sign-in all non-consumables at demobilization

**5.1 Responsibility**

The TCC Chair, or his designee, will oversee the inventory and maintenance of all TCC equipment. Before receiving TCC equipment, a member must sign a receipt agreeing to return the equipment upon departure from the organization.

**5.2 Distribution of Equipment**

TCC Advisory Board members, the Program Administrator and Program Coordinators may be issued hand held radios and/or other necessary equipment. Members will not give or loan TCC equipment to anyone unless authorized by the TCC Chair or his designee.

**5.3 Inventory**

The CERT Coordinator will conduct a quarterly inventory and report to the Program Administrator. The quarterly inventory will be provided at the next TCC Advisory Board meeting. TCC members shall present issued (signed-for) equipment for inventory upon request.

**5.4 Damage/Loss of Equipment**

If there is damage to or loss of equipment, it must be reported without delay to the CERT Coordinator. The CERT Coordinator will determine if further investigation is required. Intentional misuse or neglect of equipment may be grounds for disciplinary action.

**6.0 Media Relations****6.1 Media Background**

Emergency and disaster situations, by their very nature, draw interest from members of the media. Members of the media cannot be denied access to disaster scenes per California Penal Code Section 409.5. They will be excluded from crime scenes for the purpose of preserving the investigation. A Public Information Officer (PIO) is necessary to relay consistent and accurate information to the media.

**6.2 Media Protocol**

The purpose of this Media Protocol is to establish the lines of communication between TCC members and the Media to ensure correct and accurate information is received by the public through the Media. This section establishes TCC policy governing media communications including advisories, press releases, statements, interviews, news conferences, and other related media contacts. Interviews, phone calls or related media contact from broadcast media (TV, radio, newspaper or internet) to TCC members must always be referred immediately to the Public Information Officer (see below).

**6.3 Public Information Officer (PIO)**

When at the scene of an event (disaster or planned) TCC volunteers will refer the media to the PIO designated by the City of Temecula.

**7.0 Operational Instructions**

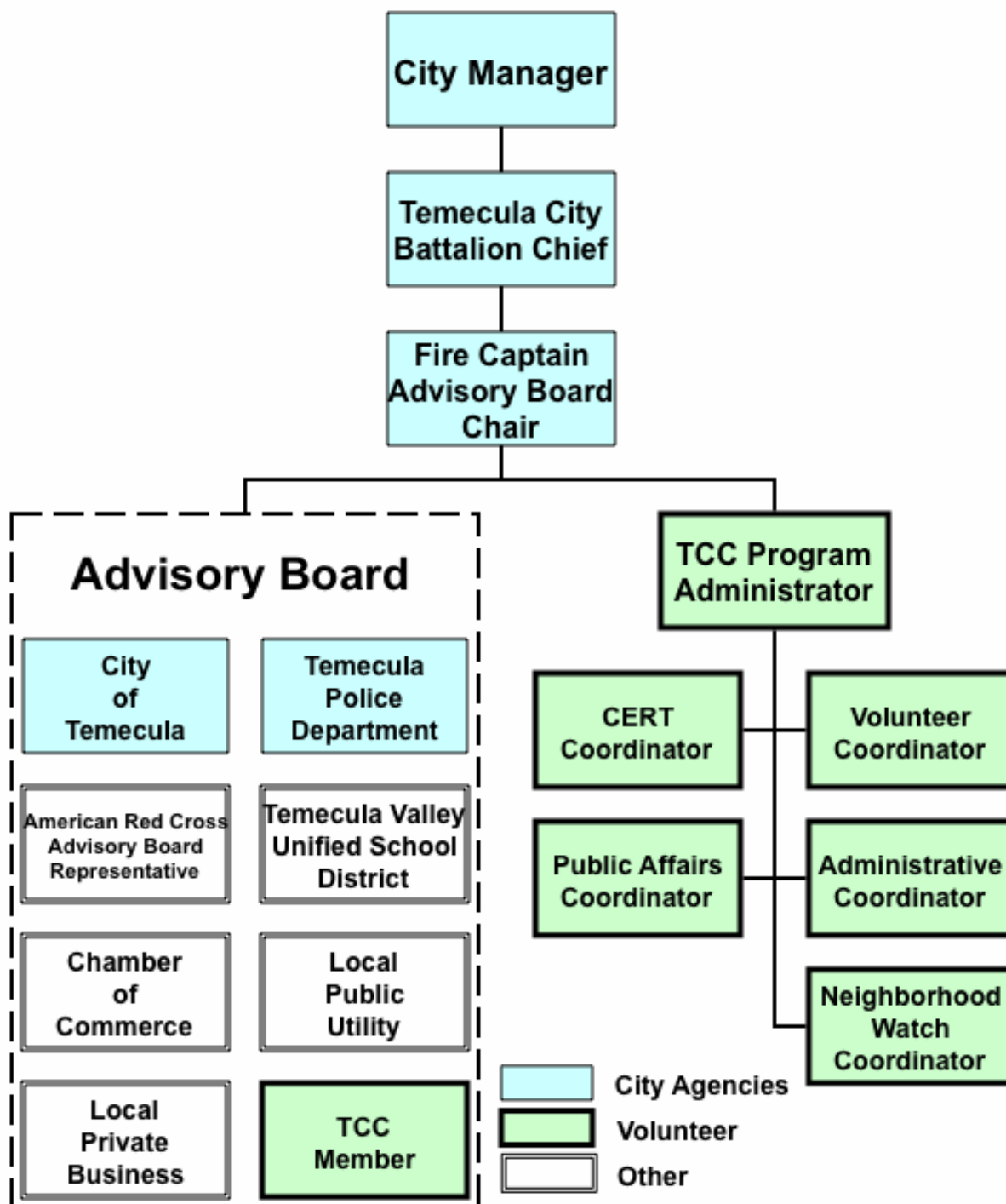
TCC volunteers may be activated to support the City of Temecula during an event (disaster or planned). TCC members shall not self-deploy. Planned events may include: Training, NW meetings, safety fairs, or City-sponsored events, which require limited TCC participation. Large-scale activation for disasters would require greater participation from TCC for a longer duration. Detailed instructions on TCC operations will be discussed in the TCC Field Operations Guide (**FOG** - <http://www.citizencorps.gov/cert/cert-fog.shtm>).

**8.0 Distribution of the TCC Policy and Procedures Manual**

All new volunteers will receive this Policy and Procedures Manual upon joining the TCC. This manual is provided to assist and guide members in performing their official TCC duties. All members shall read and understand the contents of this manual. TCC volunteers shall understand and follow the instructions in this manual. By doing so, they become a part of the overall public safety effort.

Appendices

## Appendix 1 – Temecula Citizen Corps Organizational Chart

**Temecula Citizen Corps  
Organization Chart**



**TCC Policy and Procedures Manual Revision History**

Revision Date	Section Revised / Change
2003	The original document was written in 2003 and implemented in 2004. This document is on file at the TCC Office.
2006	The first revision of the Policy Manual was necessary due to a change of the organization command staff.
July, 2010	<p>This second revision was a general rewrite and update of the manual. See below:</p> <p><b>Acknowledgement</b></p> <p>The Temecula Citizen Corps Advisory Board Members would like to thank the manual review committee for their efforts associated with the rewriting of the policy manual. During this four-month project, the committee painstakingly reviewed and reorganized this document into a more accurate, logical and informative resource. It was the diverse backgrounds of this committee and their dedication that contributed to the successful completion of the project. The primary committee participants were:</p> <ul style="list-style-type: none"> <li>• Harry Pollak – Temecula Citizen Corps Member and resident</li> <li>• Irene Mason Powell – Temecula Citizen Corps Member and resident</li> <li>• Cynthia Quigley – Riverside County Fire/OES &amp; liaison to the Advisory Board</li> <li>• Craig Turner – Temecula Citizen Corps Member and resident</li> <li>• Mark Utley – Temecula Citizen Corps Member and resident</li> </ul> <p>In addition to the above committee members, the Temecula Citizen Corps Advisory Board recognizes the following individuals for their contributions to the committee:</p> <ul style="list-style-type: none"> <li>• Bob Hagel – For his insight into the history of the organization</li> <li>• Officer Lynn Salazar of the Temecula Police Department – For her expertise and knowledge of the Neighborhood Watch program goals and management issues</li> <li>• Diana Serrano – Temecula Citizen Corps Member and resident – For her extensive knowledge and experience with TCC and Neighborhood Watch which provided valuable insight and guidance in the writing of this manual.</li> </ul> <p>The Advisory Board would like to give special thanks to Captain Phil Rawlings for his guidance and encouragement given to the program and members.</p>